



Employment Opportunity

Information Technology Specialist 3

Wild System Manager

Range: 54

Salary: \$3540 - \$4531 monthly

Recruitment: 608-2006

Opens: December 5, 2006

Closes: December 19, 2006

Location: Business Services, Licensing Division
Located in Olympia

Job Summary: As the lead for the WDFW Automated Licensing System (WILD), this position assists the Licensing Manager by providing technical support. The position establishes methods and procedures for help desk support, assists in developing, maintaining, and implementing modifications or change requests, develops and maintains IT schedules and timelines. It serves as the primary point of contact for the WDFW automated licensing vendor.

Key Competencies:

Ability to:

- Create professional presentations regarding the state of automated licensing system for executive management team and WDFW Commissioners
- Develop and understand performance measurement criteria for the automated licensing application
- Implement modification change requests based on system requirements from RFP and Contract
- Develop and implement methods and procedures for tracking, maintaining and resolving system defects, enhancements, and change requests in accordance with state statute, administrative code, agency and division policies and procedures.
- Understand and evaluate design documents from the automated licensing vendor
- Write and verbally communicate well

Knowledge of:

- Licensing's business rules, fee schedules, and the automated licensing control center
- Accessing, retrieving, and processing information from Internet and Intranet websites
- Above average understanding of a personal computer, point-of-sales, and networked applications
- Above average knowledge understanding of: MS Word, MS Excel, PowerPoint, and project management
- Related policies and procedures
- Operation of a call center telephone, coding process, and call center terms

Required Qualification:

Four years of information technology experience such as analyzing, designing, installing, programming, and/or maintaining computer software applications, hardware, telecommunications, or network infra-structure equipment or providing customer or technical support in information technology.

Preferred applicants will also have:

- Experience using, developing or maintaining retail point-of-sales applications
- Experience developing and implementing design requirements and documents for data applications
- Experience developing and implementing methods and procedures for repair tickets and modifications/enhancements for a data application
- Demonstrated experience leading others in the planning and implementation of projects, especially if related to information technology

Working Conditions:

The incumbent works in a general office environment. May lift up to 50 lbs of point-of-sales hardware. May work at retail locations installing or trouble shooting hardware. Position is overtime ineligible and may be required to work weekends or after normal 8 to 5 business hours to support automated licensing system.

Notes:

This position is covered by a collective bargaining agreement between the State of Washington, Department of Fish and Wildlife and the Washington Federation of State Employees (WFSE), which contains a “union security” provision. This means that, as a condition of employment you must either join the union and pay union dues, or pay the union a representational or other fee within 30 days of the date you are put into pay status.

How to Apply:

Submit a completed Washington State Application and the experience and training exam answers to:

Cheryl Gardner (Email: gardnclg@dfw.wa.gov)
Human Resource Office
Department of Fish and Wildlife
600 Capitol Way North
Olympia, WA 98501-1091

All items must be received by 5:00 pm December 19, 2006.

The Department of Fish and Wildlife actively supports diversity in the workplace. Women, racial and ethnic minorities, persons with disabilities, disabled veterans, and Vietnam-era veterans are all encouraged to apply. Disabled persons needing application/testing/interview assistance may call (360) 902-2276 or the Telecommunications Device for the Deaf (360) 902-2207.

Qualifying Experience and Training Exam.

1. Briefly describe how you meet the required qualifications for this position. Specify your employer, job title, duties performed, and length of experience for each relevant position held.
2. Tell us how you meet any of the preferred qualifications for this recruitment.
3. Provide examples of any experience you have in supporting and maintaining data applications within the last 3 years. Limit these examples to no more than 5 data applications. Be sure to specify your job title, employer, and duties performed for each example.